Claims 1-2 (Cancelled);

3.   (Currently Amended)   A packet switched call center communications system for delivering voice over Internet Protocol telephone calls to any of a plurality of attendant positions serving a subscriber, comprising:

        means operable incident to an incoming call arriving to said subscriber for submitting a respective subscriber-defined questionnaire to a caller, said means being controllable by any of said attendant positions;

        means for processing a questionnaire returned by said caller to ascertain the nature or purpose of said call; and

        means responsive to said questionnaire processing means for displaying to said attendant positions a queue of calls incoming to said subscriber the nature or purpose of each incoming call.

4.   (Currently Amended)   A packet switched call center communications system according to claim ~~4~~ 3 wherein said means for processing said questionnaire includes means for indexing a questionnaire according to the ~~caller's~~ directory number of said caller.

5.   (Currently Amended)   A packet switched call center communications system according to claim 3 wherein said means for displaying displays the status of completion of ~~the information gathering form~~ said questionnaire associated with each of said calls in said queue.

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6. (Original) A packet switched call center communications system according to claim 3 wherein said means for displaying displays the time each of said calls has remained in said queue.

7. (Original) A packet switched call center communications system according to claim 3 wherein said means for displaying displays a plurality of options for selectively controlling the disposition of calls in said queue.

8. (Original) A packet switched call center communications system according to claim 3 wherein said means for processing said questionnaire includes means for spotting text entered into said questionnaire by said caller.

9. (Original) A packet switched call center communications system according to claim 8 wherein said means for text spotting searches said questionnaire to ascertain the name of a party associated with said subscriber.

10. (Original) A call center communications system according to claim 9 wherein said means for text spotting initiates a search of said data base to locate a directory number corresponding to said name.

11. (Currently Amended) A packet switched call center communications system according to claim 4 wherein said means for displaying displays a queue of incoming calls and the a priority accorded to each of said calls displayed in said queue.

12. (Currently Amended) A packet switched call center communications system according to claim 11 wherein said means for displaying includes means for altering the said priority to be accorded to any of the calls in said queue.

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13.   (Original)   A packet switched call center communications system according to claim 11, wherein an individual call may be accorded a priority within the call queue that is frozen such that no subsequent call may reduce said individual call's position in the queue.

14.   (Original)   A packet switched call center communications system according to claim 11, wherein calls in said queue may be accorded relative priorities according to a calling-party-defined urgent call status.

15.   (Currently Amended)   A packet switched call center communications system according to claim 12, wherein said call queue permits calls from return callers to be accorded a queue position which takes into account the call's queue position during the a previous call.

16.   (Currently Amended)   A packet switched call center communications system according to claim 13, wherein a return call is advanced within the current call queue to a value equal to its position in the a previous call queue.

17.   (Currently Amended)   A packet switched call center communications system according to claim 14, wherein said call remains in the call queue at a lower priority following receipt of said a call back request.

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